

U.S. DEPARTMENT OF ENERGY
NEVADA OPERATIONS OFFICE

CHANGE

NV 10XE. 1A

10-12-95

Subject: QUALITY MANAGEMENT

1. EXPLANATION OF CHANGE.

- a. To retitle the Order and incorporate the attachments into NV M 10XE. 1A-1, Quality Management Manual.
- b. Update the organization chart.

2. FILING INSTRUCTIONS.

- a. Please file the attached immediately following NV Order 10XC. 1A in your DOE and NV Directives Manual.
- b. Remove NV Order 10XE. 1, of 3-15-94, which has been canceled by this Order.

U.S. DEPARTMENT OF ENERGY
NEVADA OPERATIONS OFFICE

ORDER

NV 10XE. 1A

10-12-95

Subject: QUALITY MANAGEMENT

1. PURPOSE. To describe the Quality Management System (QMS) established at the DOE Nevada Operations Office (DOE/NV); to combine the principles of self-assessment, quality assurance (QA), and total quality management (TQM) into an integrated approach for continuous evaluation and the pursuit of excellence; and to serve, in conjunction with NV M 10XE. 1A-1, QUALITY MANAGEMENT MANUAL (QMM), as the DOE/NV Quality Assurance Program (QAP) required by DOE Order 5700.6C, QUALITY ASSURANCE, of 8-21-91. The QMM provides a central source of common quality management procedures.
2. CANCELLATION. NV Order 10XE.1, QUALITY MANAGEMENT MANUAL, of 3-15-94. Those portions of NV Order 57XB.1-11, QUALITY ASSURANCE MANUAL, of 4-20-90 not canceled by NV Order 10XE.1 shall remain in effect until canceled when procedures are replaced by ones contained in the QMM or lower-tier documents.
3. SCOPE. The provisions of this Order apply to all DOE/NV personnel. Some subsections also apply to the DOE/NV management and operating (M&O) contractors, national laboratories, and associated agencies.
4. REFERENCES. See Attachment 1.
5. POLICY.
 - a. DOE/NV will implement a formal program which helps achieve performance objectives, ensures reliability, and reduces the potential for adverse impact to environment, safety, and health (ES&H). Management, performance, and assessment requirements will be applied to activities to a degree consistent with their associated risk. All DOE/NV Managers are responsible for the achievement of quality. All individuals are responsible for the quality of their own work.
 - b. DOE/NV will maintain a comprehensive and effective process of self-assessment to promote excellence and continuous improvement in performance. Self-assessments will become an integral part of the management system of DOE/NV and will be performed at all levels by people who are the most familiar with the processes and their management.

INITIATED BY:
Safety Division

- c. DOE/NV will manage and operate its programs and resources in a manner that exemplifies excellence and reflects our commitment to the vital interests of our nation.

6. DEFINITIONS.

- a. DOE/NV Key Staff. Manager; Deputy Manager; Assistant Managers (AM); Chief Financial Officer (CFO); Office of Chief Counsel (OCC); and Director, Public Affairs Office (PAO).
- b. Nonconformance. Item or process that does not meet specified requirements.
- c. Planning Documents. Program/project plans, handbooks, directives, procedures, instructions, and other DOE and DOE/NV documents which are used to control work.
- d. DOE/NV Principal Staff. Includes heads of all offices and divisions, including the Nevada Test Site Office (NTSO).
- e. Process. A series of actions that achieves an end or result.
- f. DOE/NV Quality Council. DOE/NV Manager; Deputy Manager; Assistant Managers; Director, PAO; Director, Strategic Initiatives Office (SIO); and the CFO, supported by a secretary.
- g. Readiness Review. A structured method for determining that a project, process, or facility is ready to operate and occupy. It includes, as a minimum, a review of the readiness of the plant, hardware, personnel, and procedures, and a determination of compliance with ES&H Orders.
- h. Risk. A quantitative or qualitative expression of possible loss which considers both the probability of event occurrence causing harm or loss and the consequences of that event.
- i. Self Assessment. The continuous process of comparing performance with desired objectives to identify opportunities for improvement. Assessments conducted by individuals, groups, or organizations relating to their own areas of responsibility.

7. RESPONSIBILITIES AND AUTHORITIES.

- a. DOE/NV Manager. Retains overall responsibility for implementation, assessment, and improvement of the DOE/NV QMS.
- b. DOE/NV Quality Council.
 - (1) Reviews and approves the DOE/NV QAP.

- (2) Recommends submittal of the QAP as the DOE/NV QA program description for approval by the lead Program Secretarial Officer.
 - (3) Directs the development of quality management procedures.
 - c. Director, Safety Division (SD).
 - (1) Provides overall QA coordination and guidance to the DOE/NV QAP.
 - (2) Coordinates the development of DOE/NV quality management procedures for consolidation in the QMM
 - d. Director, SIO.
 - (1) Provides coordination and guidance for strategic planning, marketing, and quality issues and initiatives.
 - (2) Coordinates activities of the Quality Council, Issues Forum, and the Family Quality Forum
 - e. DOE/NV Principal Staff.
 - (1) Ensure implementation of the DOE/NV QMS and DOE/NV quality management procedures as detailed in the Chapters of the QMM
 - (2) Develop DOE/NV quality management procedures as directed by the DOE/NV Quality Council.
8. PROCEDURES. The QMM NV M 10XE. 1A-1, serves in conjunction with this NV Order as the QAP for DOE/NV.
- a. QMM Chapter I contains the program description.
 - b. QMM Chapter II is a glossary of terms.
 - c. QMM Chapter III contains Quality Management Procedures.

Terry A. Vaeth
Acting Manager

4. REFERENCES.

- a. DOE O 360.1, TRAINING, of 5-31-95.
- b. NV Order 11XA.1B, ORGANIZATION AND FUNCTIONS, of 7-6-95, which establishes the basic organizational structure of DOE/NV and assigns the general responsibility of each major organizational element.
- c. DOE Order 1324.5B, RECORDS MANAGEMENT PROGRAM, of 1-12-95.
- d. NV Order 3410.1B, TRAINING, of 3-24-94.
- e. NV Order 42XA.1B, ACQUISITION PLANNING SYSTEM, of 3-15-94.
- f. DOE and NV Orders 4700.1, PROJECT MANAGEMENT SYSTEM, of 3-6-87 and 2-1-94, respectively, and Changes thereto.
- g. DOE Order 5480.19, CONDUCT OF OPERATIONS REQUIREMENTS FOR DOE FACILITIES, of 7-9-90, and Change 1, of 5-18-92, which provide requirements and guidelines for Departmental Elements to use in developing directives, plans, and procedures relating to the conduct of operations at DOE facilities.
- h. DOE and NV Orders 5482.1B, ENVIRONMENT, SAFETY, AND HEALTH APPRAISAL PROGRAM, of 9-23-86 and 10-7-87, respectively, and Changes thereto.
- i. DOE and NV Orders 5483.1A, OCCUPATIONAL SAFETY AND HEALTH FOR DOE CONTRACTOR EMPLOYEES AT GOVERNMENT-OWNED CONTRACTOR-OPERATED FACILITIES, of 6-22-83 and 5-24-85, respectively, which describes the basic elements of a contractor safety and health program
- j. DOE and NV Orders 5700.6C, QUALITY ASSURANCE, of 8-21-91, and 3-17-95, respectively, which establish DOE/NV QA responsibilities and incorporate the Deputy Assistant Secretary for Military Applications (DP-20) quality management policy.
- k. DOE and NV Orders 6430.1A, GENERAL DESIGN CRITERIA, of 4-6-89 and 12-21-93, respectively.
- l. NTS-SOP 4201, MAJOR EQUIPMENT AND SUPPLY ACQUISITION PROCEDURES, of 9-23-93.
- m. NTS-SOP 4701, PROJECT PROPOSALS FOR USE OF NTS, of 2-12-91.
- n. NTS-SOP 6401, ENGINEERING, CONSTRUCTION, AND SUPPORT SERVICES, of 2-4-94.

- o. DP-20 Memorandum, "Quality Management Policy for the Nuclear Weapons Program," of 11-20-89.
- p. "Implementation of Total Quality Management at NV," of 12-7-90, which provides background on instituting the DOE/NV Quality Council.
- q. Y-12 Facility Management Division (DP-643) Memorandum, "Procedure for Closeout of Tiger Team Findings," of 1-13-92, which provides formal guidance for use in closing Tiger Team findings.
- r. Secretary of Energy Notice (SEN) 29-91, "Performance Indicators and Trending Program for Department of Energy Operations," of 1-11-91, which establishes a uniform system of performance indicators for trending and analyzing operational data.
- s. SEN Memorandum, "Guidance on ES&H Self-Assessment," of 7-31-90, which established guidelines for a comprehensive ES&H self-assessment program and provided guidance on certain elements that the program should contain.
- t. NVO-355, "Self-Assessment Program Implementation Plan," of 6-15-92, which defines the scope and general approach to the DOE/NV self-assessment program
- u. "Tiger Team Accelerated Action Team Summary Report," of 6-18-92, which identifies the need to simplify the procedure for closure of DOE/NV action plans.
- v. "Assessment Tracking System (ATS) Reference Manual," of 9-92, which provides an overview of the ATS along with detailed descriptions of its screen and reporting capabilities.

ACRONYMS

AMA	Assistant Manager for Administration
ATS	Assessment Tracking System
CD	Contracts Division
DNA	Defense Nuclear Agency
DOE	Department of Energy
DOE/HQ	DOE Headquarters
DOE/NV	DOE Nevada Operations Office
DP-20	Deputy Assistant Secretary for Military Applications
EPA	Environmental Protection Agency
ES&H	Environment, Safety, and Health
HRD	Human Resources Division
LANL	Los Alamos National Laboratory
LLNL	Lawrence Livermore National Laboratory
M&O	Management and Operating
NOAA--ARL/SORD	National Oceanic and Atmospheric Administration-- Air Resources Laboratory/Special Operations and Research Division
NTS	Nevada Test Site
NTS-SOP	Nevada Test Site - Standard Operating Procedure
PSO	Program Secretarial Officer
QA	Quality Assurance
QAP	Quality Assurance Program
QMM	Quality Management Manual

ACRONYMS**(Continued)**

QMS	Quality Management System
SD	Safety Division
SEN	Secretary of Energy Notice
SNL	Sandia National Laboratories
TQM	Total Quality Management
USGS	U.S. Geological Survey